DOCUMENT RESUME

ED 440 650 IR 057 831

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TITLE	Managing Public-Access Computers: A How-To-Do-It Manual for Librarians. How-To-Do-It Manuals for Librarians, Number 96.
ISBN	ISBN-1-55570-361-5
PUB DATE	2000-00-00
NOTE	223p.
AVAILABLE FROM	Neal-Schuman Publishers, Inc., 100 Varick St., New York, NY 10013 ($59.95). Tel: 212-925-8650; Fax: 800-584-2414 (Toll Free); Web site: http://www.neal-schuman.com.
PUB TYPE	Books (010) -- Guides - Non-Classroom (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Access to Information; Computer Software; Information Services; Information Systems; Information Technology; *Library Administration; Library Services; *Online Catalogs; Online Systems; *Public Service; Users (Information)
IDENTIFIERS	Computer Users

ABSTRACT

This book, while necessarily concerning itself with computer technology, approaches technology as a tool for providing public-service and helps librarians and others effectively manage public-access computers. The book is organized to progress from more technological to more managerial topics. The first chapter--which answers the question, "What does a manager need to know about technology?"--is followed by chapters which tackle topics of: facilities planning and management; computer hardware; computer software; CD-ROM; printing; working with the systems department staff; system security; managing, training, and communicating with public-access computer staff; and working with computer users. Included throughout the book are citations to a number of online information resources. Contains an index. (AEF)

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